

SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO  
PORTAL REGISTRATION GUIDE

Before registering online through the Odyssey portal, the agency chief or designee for the agency you are employed with will need to complete the Odyssey access request form (form number PGN-59) for each employee. A link to this form is located in the "notification" portlet on the portal's homepage. Please note that up to 16 employees can be listed on a single Odyssey access request form. Please see below for a sample form—each highlighted area needs to be completed in its entirety.

SUPERIOR COURT OF CALIFORNIA • COUNTY OF FRESNO ODYSSEY ACCESS REQUEST			
Agency Name/Court-Appointed Attorney Affiliation/Family Law Attorney: <b>County Child Services</b>			
Justice Partner Request:			
	Request Type	First Name	Last Name
1.	<b>Add New Portal User</b>	<b>John</b>	<b>Doe</b>
2.	<b>Delete Current Portal User</b>	<b>Jane</b>	<b>Doe</b>
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			

**Date:** **Jun 24, 2015**

*Jeffrey Doe*  
\_\_\_\_\_  
Agency Chief or Designee Name

**Jeffrey.Doe@countychildservices.org**  
\_\_\_\_\_  
Agency Chief or Designee Email Address

**(559) 555-5555**  
\_\_\_\_\_  
Phone Number to Verify

Once this form is complete and signed, please scan and e-mail it to the Odyssey Help Desk at [portal@fresno.courts.ca.gov](mailto:portal@fresno.courts.ca.gov)

PGN-59 R06-15 **ODYSSEY ACCESS REQUEST**

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Please also note that the Odyssey access request form has a drop down menu for “delete current portal user” (as indicated above) – **it is each agency's responsibility to notify the Court via this form for all employees who separate their employment from said agency.** Once the form has been completed, please scan and e-mail it to [portal@fresno.courts.ca.gov](mailto:portal@fresno.courts.ca.gov).

Odyssey Access Request - Message (HTML)

FILE MESSAGE INSERT OPTIONS FORMAT TEXT REVIEW ADOBE PDF

Paste Basic Text Attach File Attach Item Signature Include Attach File via Adobe Send & Track Follow Up High Importance Low Importance Tags Zoom

To... [portal@fresno.courts.ca.gov](mailto:portal@fresno.courts.ca.gov)

Cc...

Send

Subject Odyssey Access Request

Attached PGN-59 Odyssey Access.pdf (239 KB) Use Adobe Send & Track Yes No

Please see attached.

**Jeffrey Doe**  
Agency Chief  
County Child Services  
[Jeffrey.Doe@countychildservices.org](mailto:Jeffrey.Doe@countychildservices.org)

After the form has been submitted, each employee listed on the form will need to register electronically on the Odyssey portal and request access through the portal's registration system. To begin that process, please proceed to page three.


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To begin, access the Odyssey portal homepage. When first accessing the portal, you will need to click “register” at the top of the homepage to begin the registration process.



Next, you will be prompted with a registration form.


### Registration Form

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="password"/>	<input type="password"/>
<input type="text"/>	
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
	
<input type="text"/>	
<input type="button" value="Next"/>	<input type="button" value="Cancel"/>

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Complete each field on the registration form and click "next" once complete.

### Registration Form

<input type="text" value="John"/>	<input type="text" value="Doe"/>
<input type="text" value="John.Doe@mailinator.com"/>	<input type="text" value="John.Doe@mailinator.com"/>
<input type="password" value="....."/>	<input type="password" value="....."/>
<input type="text" value="Mobile Phone (Numbers Only)"/>	
<input type="text" value="Select Service Provider"/> <input type="checkbox"/>	<input type="text" value="SMS Correspondence Address"/>
<input type="text" value="What was your childhood nickname?"/> <input type="checkbox"/>	<input type="text" value="John"/>
<input type="text" value="What school did you attend for sixth grade?"/> <input type="checkbox"/>	<input type="text" value="Liberty School"/>
<input type="text" value="What is your oldest cousin's first and last name?"/> <input type="checkbox"/>	<input type="text" value="Jeffrey Doe"/>
<div><input type="button" value="Refresh"/> <input type="button" value="Submit"/></div> <input type="text" value="RHVJVV"/>	
<input type="button" value="Next"/> <input type="button" value="Cancel"/>	

After submitting your registration form, you will be prompted with the following notification.

### Registration Complete

You must verify your email address before you can log in. A verification link was sent to **John.Doe@mailinator.com**. To verify your account, click in the link provided in your email.

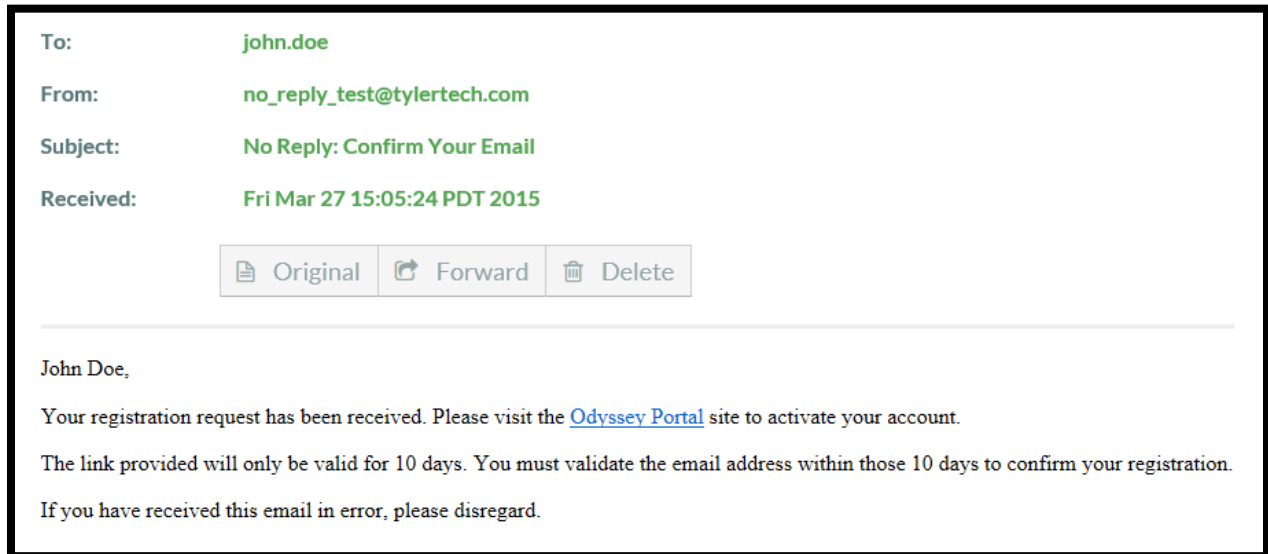
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Didn't get an email? [Resend Verification](#)

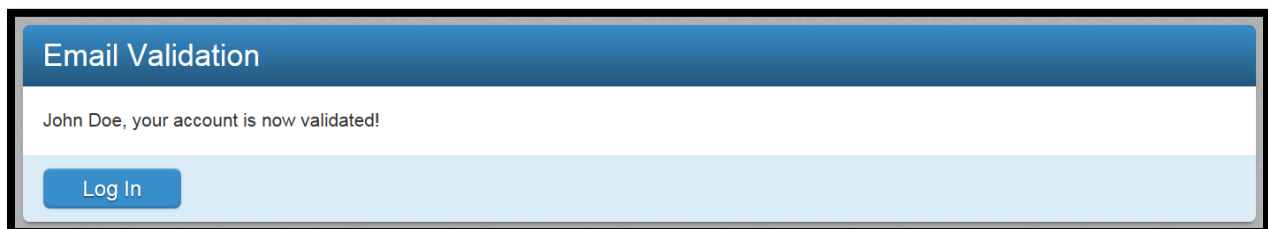
Click "finish," and within minutes, you will receive an e-mail notification at the e-mail address you provided on your registration form.

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This e-mail will inform you that your registration form has been received; you will need to click the "Odyssey Portal" link in the e-mail text to confirm you indeed placed the request.



After clicking the "Odyssey Portal" link, you will receive the following prompt on the Odyssey Portal web page.

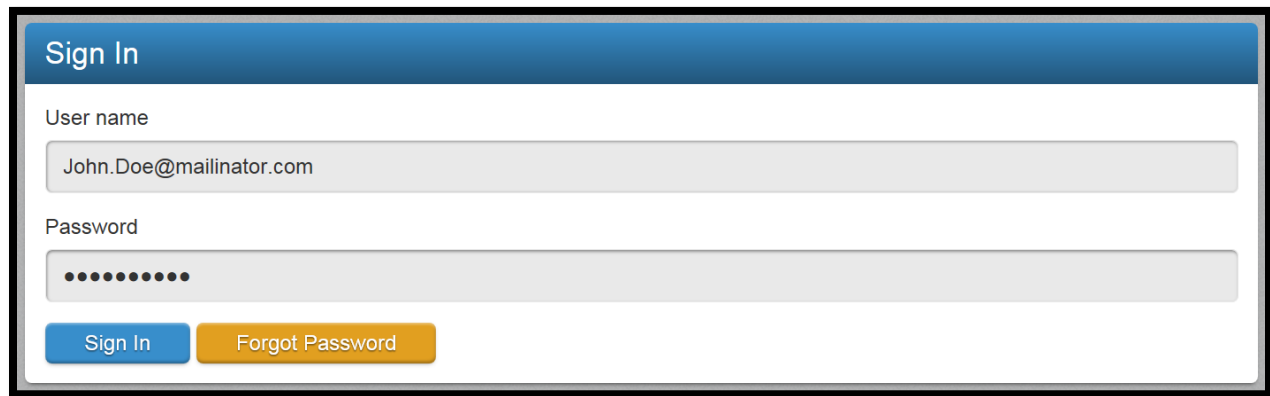


Next, click "sign in" (or log in as noted in the above prompt) at the top of the homepage to continue with the registration process.



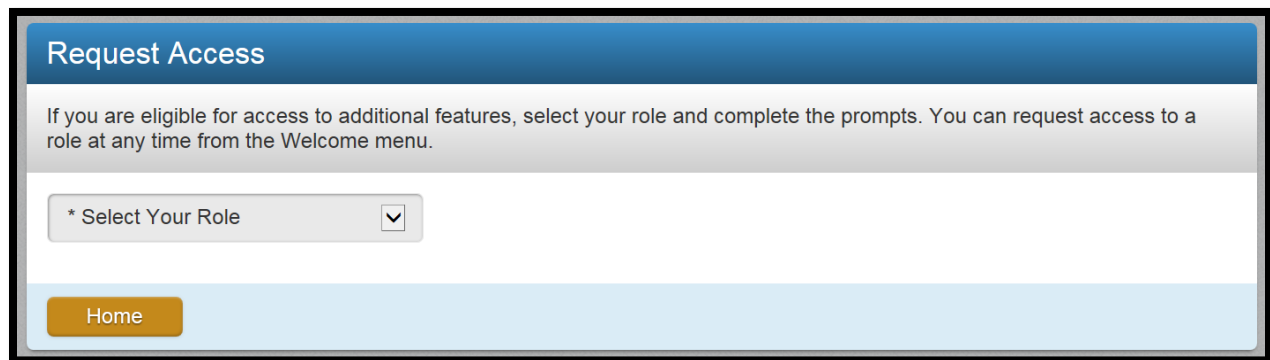
## SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO PORTAL REGISTRATION GUIDE

After clicking “sign in,” you will be prompted with a login screen requesting you to enter your newly-created credentials. Your username is the e-mail address you provided.



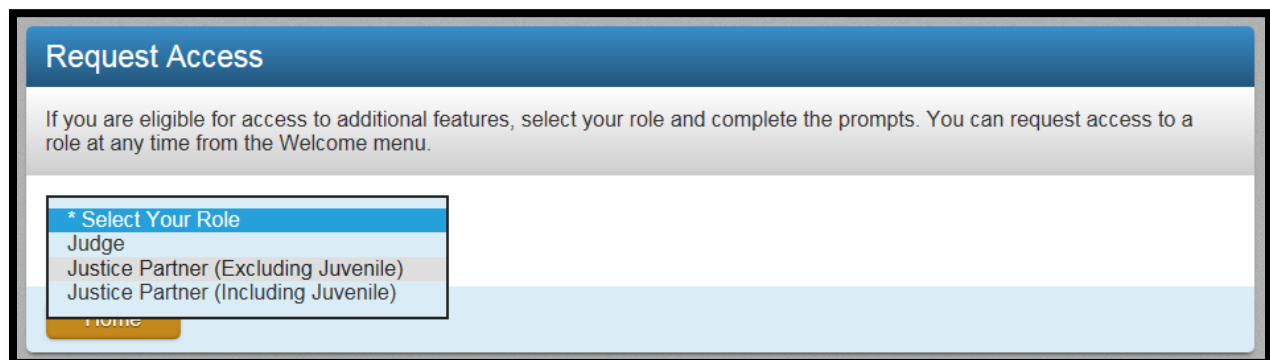
The Sign In screen features a blue header with the text "Sign In". Below the header, there are two input fields: "User name" and "Password". The "User name" field contains the text "John.Doe@mailinator.com". The "Password" field is masked with dots. At the bottom of the form, there are two buttons: a blue "Sign In" button and an orange "Forgot Password" button.

Next, the system will prompt you to enter a role based upon the level of access you are requesting.



The Request Access screen has a blue header with the text "Request Access". Below the header, there is a grey box containing the text: "If you are eligible for access to additional features, select your role and complete the prompts. You can request access to a role at any time from the Welcome menu." Below this, there is a dropdown menu with the text "\* Select Your Role" and a downward arrow. At the bottom of the screen, there is a light blue bar with an orange "Home" button.

Depending on your job function, please select the applicable role in the drop-down menu that appears.



This image shows the Request Access screen with the dropdown menu open. The dropdown menu lists three options: "Judge", "Justice Partner (Excluding Juvenile)", and "Justice Partner (Including Juvenile)". The "Home" button is visible at the bottom of the screen.

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After selecting your role, the system will take you to a request access page. You will need to enter your name, title, agency, and business telephone number. Furthermore, you will need to read and accept the Terms and Conditions.

### Request Access

If you are eligible for access to additional features, select your role and complete the prompts. You can request access to a role at any time from the Welcome menu.

Justice Partner Role (With Juven)

#### What's Included

Case Search PortletHearing Search PortletNotifications Portlet

#### Complete the Following

What is your name?

John Doe

What is your title?

Office Assistant

What agency do you work for?

County Child Services

What is your business telephone number?

(555) 555-5555

#### Terms and Conditions

☒ I agree to the Terms and Conditions

☐ Email me a copy

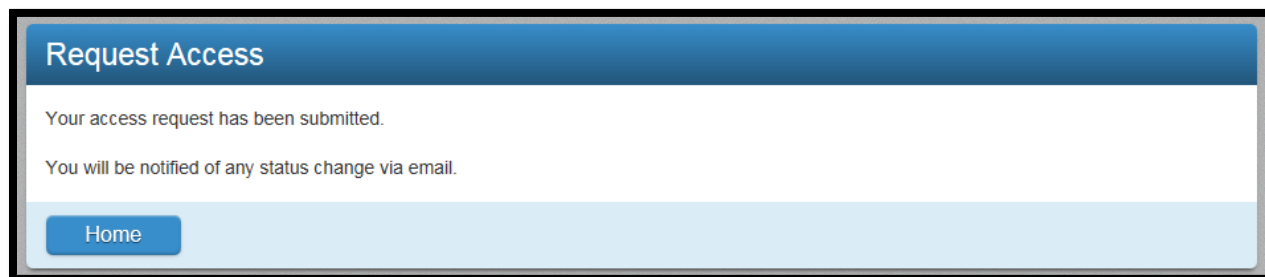
After completing the four required questions and accepting the Terms and Conditions, please click "submit" to continue.

Home

Submit

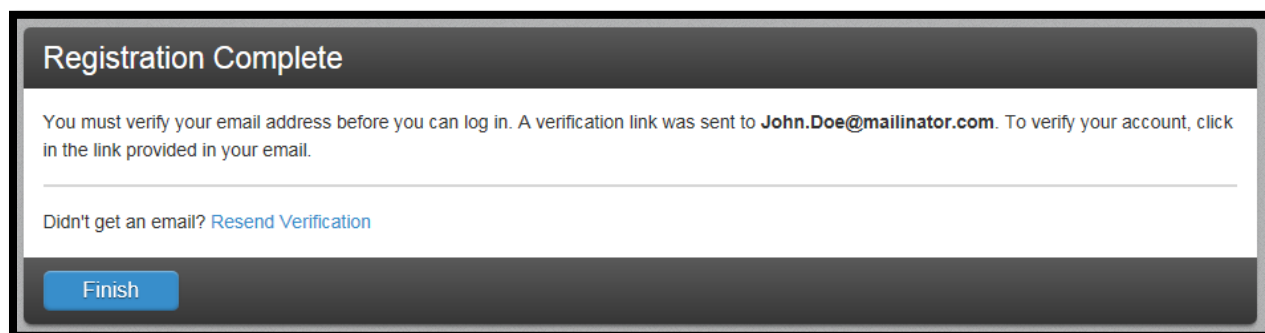
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After clicking “submit,” you will be prompted with a notice that your access request has been submitted. Click “home” to continue.



The screenshot shows a web interface with a blue header bar containing the text "Request Access". Below the header, the main content area is white and contains two lines of text: "Your access request has been submitted." and "You will be notified of any status change via email." At the bottom of the white area is a light blue bar with a blue button labeled "Home".

After clicking “home,” the following prompt will appear requesting you check your e-mail.



The screenshot shows a web interface with a dark gray header bar containing the text "Registration Complete". Below the header, the main content area is white and contains two lines of text: "You must verify your email address before you can log in. A verification link was sent to **John.Doe@mailinator.com**. To verify your account, click in the link provided in your email." Below this text is a horizontal line. Under the line, the text "Didn't get an email?" is followed by a blue link labeled "Resend Verification". At the bottom of the white area is a dark gray bar with a blue button labeled "Finish".



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Within minutes, you will receive the below-mentioned e-mail providing you notice that the Court has received your access request. The Court will review your request in the order it was received.



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After the Court has approved your request, you will receive the below-mentioned confirmation. You may now log in to the Odyssey Portal with your login credentials—you will now have elevated access.

**To:** john.doe  
**From:** portal\_no-reply@fresno.courts.ca.gov  
**Subject:** No Reply: Your Portal Access request Was Approved  
**Received:** Fri Mar 27 15:17:10 PDT 2015

 Original  Forward  Delete

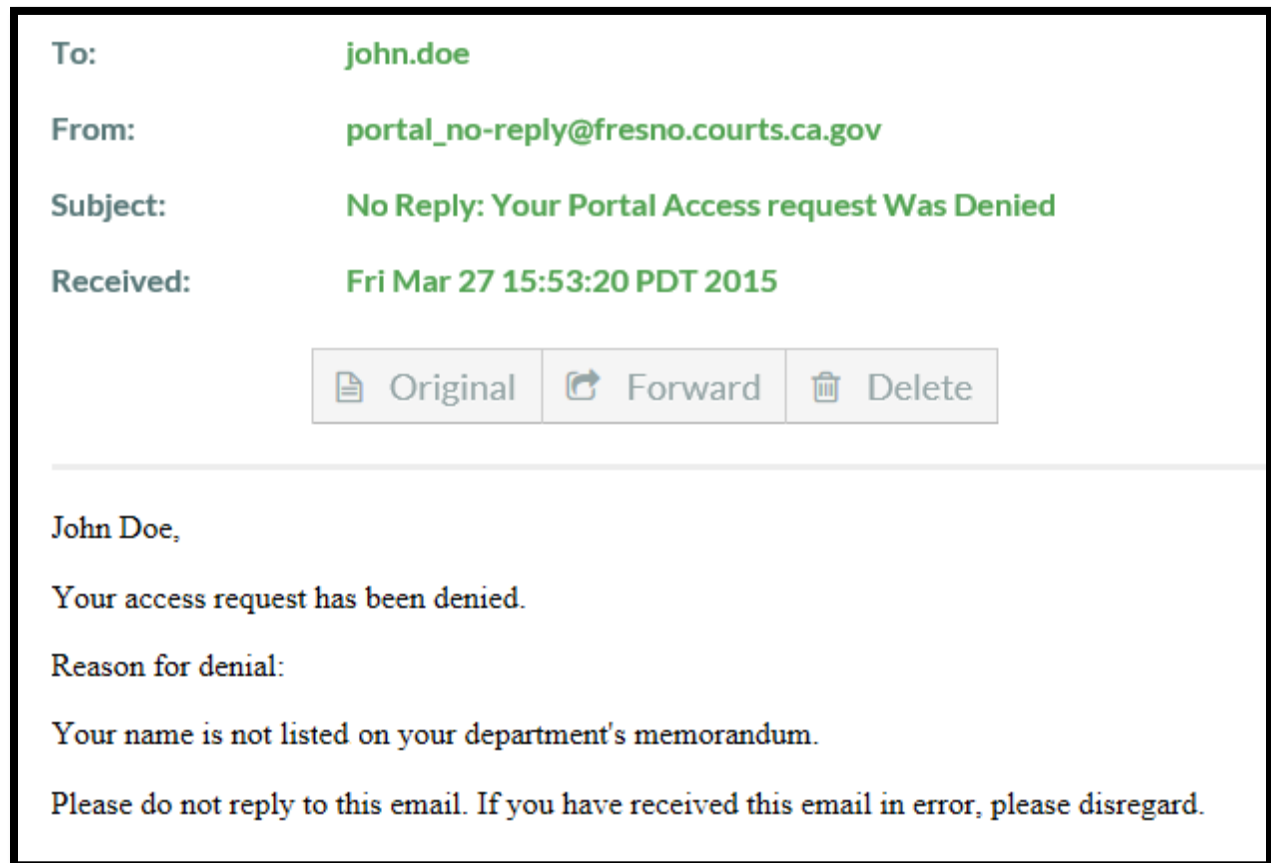
John Doe,

Your access request has been approved. Visit the site to access your features.

Please do not reply to this email. If you have received this email in error, please disregard.

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If your request is denied, you will receive the following e-mail. The reason for denial is also contained in this e-mail.



You may re-request access if your department did not submit an Odyssey access request form. After the Court receives the Odyssey access request form, you will need to sign in using the credentials you created earlier in this procedure, and click the drop-down menu by your name as noted below.



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